

Newham's Adult Social Care Newsletter for Providers

April 2018



Welcome to the latest edition of Newham Council's Adult Social Care Newsletter for Providers. In this issue is information and resources on home fire safety, bereavement and Universal Credit.

I would also like to draw your attention to Care in Newham, the council's health and social care website, our recent International Women's Day celebration event and the Newham People's Trust grants scheme.

Also in this issue you can find more about The Newham Carers Network and Newham Rise, the drug and alcohol support service for adults, and much more.

Grainne Siggins

Executive director of strategic commissioning, Newham Council

The National Stalking Helpline

Stalking behaviour is often part of domestic abuse and other forms of violence against women and girls. Around half of all recognised stalking cases are perpetrated by an ex-partner.

Stalking behaviour can cause a victim to suffer severe alarm and distress. The psychological impact of stalking victimisation can have detrimental effects on a victim's mental health.

The National Stalking Helpline, run by Suzy Lamplugh Trust, offers practical advice concerning stalking and the law. It also has links to single points of

contact within each police force so they can review cases of stalking behaviour to help ensure enough is being done to protect victims.

For more information visit the [National Stalking Helpline website](#) or contact the Freephone helpline on 0808 802 0300 (9.30am-4pm weekdays, except Wednesdays 1-4pm).

Marie Curie Palliative Care Knowledge Zone

Marie Curie has launched a free online resource for health and social care professionals who don't have expertise in palliative and end of life care. It is the first time that a comprehensive and robust suite of end of life care materials has been made available for free and all easily accessible in one place.

Evidence suggests that some health and social care professionals feel uncomfortable talking about the dying process because they don't have the knowledge and confidence to do so. This can be a huge barrier to providing high quality care.

The new [Marie Curie Palliative Care Knowledge Zone](#) provides



Care and support through terminal illness

health and social care staff with the confidence to talk openly with their patients and provide the best possible care to meet their individual needs and wishes. Content covers key aspects of end of life care including managing and alleviating symptoms, providing care for people with specific conditions, focusing on the needs of the individual and helping people during their final days. It also includes

links to existing resources and signposts to other relevant organisations, where appropriate.

If you are supporting someone who has questions about terminal illness or who would benefit from information and support, encourage them to call the free confidential Marie Curie Support Line on **0800 090 2309** or visit the [Marie Curie website](#).

The Newham Bereavement Service

The Newham Bereavement Service, provided by Mind in Tower Hamlets and Newham, is available for residents dealing with loss and bereavement.

The free service has been commissioned by the council and

NHS Newham Clinical Commissioning Group (CCG) and the range of support available includes one-to-one counselling, peer group support, complementary therapies and advice.

Loss and bereavement affects everyone, and can lead to depression and other mental health issues, as well as physical health issues. Bereavement support can be vital to

help a person move forward with their life and adjust to a world without their loved one/s.

For more information and to find out who can be supported, visit the [Mind in Tower Hamlets and Newham website](#), email referral@mithn.org.uk or call **020 7510 4268**. Residents can also speak to their GP or other health professional who can refer them to the service.

Care in Newham - online information available

Care in Newham is the quick and easy way for residents to find out online about local adult social care and health services. It can help them to take control of their care and make well-informed choices to help meet their needs.

Care in Newham has information about adult social care, health services and a directory of organisations who can support with:

- sight and hearing loss
- training and employment opportunities
- equipment to help you live independently
- support for unpaid carers
- supported housing and care homes.



It also has Browsealoud (a free tool that allows you to listen to, rather than read, the content on the website), live British Sign Language interpreters and an accessible design to make it easier and faster to use.

For more information visit www.newham.gov.uk/careinNewham or contact Tina Haigh, information advice and guidance officer, on **Tina.Haigh@newham.gov.uk** or extension **31186**.

Understanding Universal Credit

The Department for Work and Pensions (DWP) has launched a new [website](#) to help people find out what Universal Credit means for

them. It was created in response to requests from claimants and partner organisations for more information about Universal Credit.

The website provides information for:

- people who want to make a claim or have already claimed

- organisations who advise people about Universal Credit

The website supports the information already available on the [Universal Credit guide website](#), which people should continue to use to [make a claim](#).

Home fire safety checks

The London Fire Brigade provide FREE home fire safety checks for vulnerable residents.

The check focuses on three areas: identifying and being aware of the potential fire risks within the home;



knowing what to do in order to reduce or prevent these risks; and putting together an escape plan in

case a fire does break out. This includes having working smoke alarms (which customers may be eligible to have supplied and fitted for free).

If you would like to request a home fire safety check for a customer you are working with, email smokealarms@london-fire.gov.uk

Celebrating the achievements of Newham's women

Over 400 residents gathered at Newham Town Hall last month (Friday 9 March) to celebrate International Women's Day and the contribution local women have made to their communities.

The event was one of several organised by the council to mark 100 years since (some) women were given the right to vote in the UK. The event included dancing, music and speeches from Gail May, University of East London's director of civic engagement and Faith Johnson, managing director for local creative arts charity, Caramel Rock.

In addition, 13 women were also recognised for their commitment and dedication to supporting and empowering women in Newham.

Many of the women involved are part of the council's [Conversation Café](#), a



friendly space where individuals can meet to share ideas, learn new skills and find solutions to challenges affecting our community.

For more information, contact Noreen Mukalazi, women's support officer, on noreen.mukalazi@newham.gov.uk or extension **30332**.

Newham Carers Network extends support to include young carers

Newham Carers Network now provides support to all carers in Newham and for those caring for an individual who lives

in the borough. The support available includes emotional and practical support, in addition to:

- information and advice
- emergency planning
- advocacy
- individual befriending / mentoring (working towards agreed goals)
- activity based peer support groups (e.g. form filling, budgeting, benefit

maximisation and stress management)

- carers forums
- carers empowerment programme.

For more information visit www.newhamcarers.org.uk or contact Shirley Barber, director of Newham Carers Network, on shirley.barber@renewalprogramme.org.uk or **020 8519 0800**.

The Newham People's Trust Grant

The Newham People's Trust awards grants to Newham residents. There are two types of grant residents can apply for:

Relief - the aim of this grant is to relieve suffering or help with recovery from illness.

Residents can apply if they:

- are in financial hardship (the trust will not add money to any benefits they receive)
- are sick or recovering from illness

- are disabled
- have mental or physical health problems.

Education - this grant is for children and young people up to 25 years old who:

- need money to help them achieve or

improve their academic goals

- are recognised as gifted and talented and wish to develop their talent.

For more information or to apply, visit the [council's website](#).



Newham
People's Trust

Transforming extra care housing in Newham

Following the extra care providers market day event which took place on 31 January, commissioners can confirm their intention to proceed with their commitment to re-model and improve the current extra care housing in Newham.

The next stage of the council's

commissioning plan is to establish a dynamic purchasing system (DPS), where providers will be able to tender for block contracts to provide a 'core and flexible' model of care and support in extra care housing.

Further information regarding the DPS and the individual tenders will be made available shortly. Interested providers are advised to sign up to the council's e-procurement portal [capitalEsourcing](#), if they haven't done so already.

A summary of the broad vision for the future of extra care housing in Newham is available in the council's [market positioning statement](#).

For more information, please contact Karl Henson, commissioner (adults and health), on Karl.Henson@newham.gov.uk or extension 32571 or Linda Wan, commissioning officer, on Linda.Wan@newham.gov.uk or extension 37461.

New young people's substance misuse service

Earlier this month Change, Grow, Live (CGL) began delivering a new drug and alcohol misuse support service

for young people in Newham.

CGL also run Newham Rise, a free and confidential drug and alcohol service for adults and people affected by someone else's substance use. Newham Rise provides a range of opportunities to receive support

including workshops, brief interventions, structured groups and one-to-one key worker sessions.

For more information, please contact Piers Adamson, services manager, on Piers.Adamson@cgl.org.uk or **07827 976 682**.

Dates for your diary

Learning disability and autism provider forum

17 April, 17 July and 16 October, 10am-12.30pm
St. John's Church, Stratford, E15 1NG

Day opportunities provider forum

19 June and 4 December, 2-4pm
Newham Dockside, 1000 Dockside Road, E16 2QU

Strategic provider forum

15 May, 9.30am-12noon
Old Town Hall, 29 The Broadway, Stratford, E15 4BQ

18 September - venue and time to be confirmed.

Got a story?

Each month, through this newsletter, I update you on what's new in adult social care and health in Newham Council. If you would like to include an article or information on an upcoming event, please email askgrainne@newham.gov.uk